

RECORD TIMES

September
2013

Vol. 19 No. 9

A monthly newsletter for employees of the Clerk of the Superior Court's Office



Veronica
Lama

Diane
Barnes

Who you gonna call – Help Deskers!

Help Desk team of Barnes and Lama are ready to respond if computer acts up



Halloween is approaching, but that doesn't seem to matter to computers, which can give staff a scare at anytime by acting up. When they do, Clerk employees know exactly who to call...*Help Deskers*. For the past several years, **Diane Barnes** and **Veronica Lama** are the ones at the Office's **Help Desk** (located in the Customer Service Center) who answer the calls/emails from staff in need of any technical assistance.

This dynamic duo has won several Office awards for their excellent customer service. To reach them, just dial 506-6077 or send an email to itgdesk@cosc.maricopa.gov.

IN THIS ISSUE:

Page 2 - Michael's
Marks

Page 3 - Timely
Service

Page 4 - Extra
Miles

Page 6 - In "Others"
Words

Page 7 - Employee
News

Page 8 - Special
Features

An old location selected for the new museum



Last year, employees were well aware of the dedication of the newest court building on Feb. 14 – the South Court Tower; however, many were probably not as aware of an opening occurring in the court's oldest building – the Old Courthouse (OCH). On that day (which was Arizona's centennial), the **Maricopa County Justice Museum and Learning Center** opened in the OCH. Located on the 6th floor of the historic building, the museum provides visitors with an opportunity to learn about the history of the OCH and Arizona, and the importance of the courts. The museum has a restored cell block, displays, information from famous cases, and an exhibit honoring Supreme Court Justices Sandra Day O'Connor and William Rehnquist, among other exhibits/displays and information related to the justice system and Maricopa County.

Employees can tour the museum and receive COJET credit by enrolling in the "Justice Museum Tour" through the [Online Learning Center](#).

Related article about OCH history on page 4

Michael's Marks



A quick mix of items of interest to share for this month

by Michael K. Jeanes
Clerk of the Superior Court



✓ **Well-deserved recognition** - I would like to give special recognition to everyone who worked on the recent update to our internal website, the **COCWEB**. The new design and color scheme is a nice improvement and it is much easier to navigate. It features Quick Links to popular sites and has a redesigned menu that makes it easier to locate information and resources. The project team members are (in alphabetical order): **Appachu Ballachanda, Ron Bitterli, Diane Barnes, Dennis Benzer, Diana Garbarino, Oscar Garcia, Lisa Hebert, Scott Hensel, Keith Krueger, Veronica Lama, Steve Lauer, Joe Silberschlag, and Ken Troxel**. Great work everyone! If you have any questions regarding the new COCWEB, you can email the ITG Help Desk at itgdesk@cosc.maricopa.gov.

✓ **More well-deserved recognition** - I would like to applaud another group of employees for their excellent customer service. Recently, Deborah Wells-Guevara was stopped by an attorney, who had just exited the door of the Southeast Juvenile Filing Counter. The attorney asked her if she was the manager of the staff of the filing counter and Debora said she was the Juvenile Services Administrator. The attorney, who was appearing for court with a client, then told her that the staff at the filing counter who helped her were "wonderful!" Congratulations to **Tamara Hight, Betty Springer, and Sharayah Dunst**, who were the team members at the counter who assisted the attorney. I enjoy hearing stories like this. I know this is just one of many instances of when our customers walk away feeling they were well-served by our staff members. I am proud of the fact that this is not an uncommon experience for our customers at any of our filing and public counters. Thank you everyone for your commitment to high quality customer service.



✓ **The growth of eFiling** - Six years ago, our Office received 83,698 eFilings. Last Fiscal Year (2012-2013), that number had grown to **496,644** eFilings – 233,306 in Civil; 247,699 in Criminal; 9,239 in Family Court; and 6,400 in Tax.

✓ **Upcoming Munches** - The schedule for my upcoming Munches for the fourth quarter will be announced in the near future. Watch for the announcement to come via email. If you haven't been to a Munch, I encourage you to attend. I enjoy meeting with you.



Timely Service

Timely Service - A section of recent email messages, note cards, phone calls, and letters about Clerk employees who provided *timely service*.



SURVEY CARD COMPLIMENTS SOUTHEAST ADULT MARRIAGE LICENSE & PASSPORTS

- ◆ “Friendly and helpful. Really wanted to help instead of just having to help.”
- ◆ “Pleasant and informative.”
- ◆ “Experienced and knowledgeable.”

CO-WORKER COMPLIMENTS

To: Cindy Malnar, Connie Pitts, Jenny Black, and Kathryn Martin

From: Cathy Clarich

“A special THANKS to the Juvenile Management team, more specifically, **Cindy Malnar, Connie Pitts, Jenny Black and Kathryn Martin**, who stepped up and resolved an issue that occurred with ECR distribution by organizing staff to process over 700 orders in one day. Thanks to all who assisted and for stepping up to resolve the matter so expeditiously.”

To: SE Juvenile staff and Michael Jeanes

From: Franci Smock

“I want to thank the team at **SE Juvenile** for all their assistance in answering my many questions as I continue to transition into my new role. I appreciate your patience and look forward to being a part of the continuing changes involving the electronic record and process improvements.

I would also like to thank **Michael Jeanes** for all his efforts. I recently was able to have a brief overview of the Judicial/Clerk of Court’s Office in Cook County, Chicago, Il. They are not yet

in the electronic world, which severely delays receiving and accessing information. It made me realize how fortunate we are to have a leader that is focused on bringing us up-to-date with processes, especially in the electronic world.”

To: Elisa McGrath

From: Michelle Figueroa

“**Elisa** has been a tremendous help and a great lead for our department, especially during our recent transitions and changes. She is always willing to help with a positive attitude and great professionalism. She is the perfect example of an amazing team player. We are very lucky to have her as our team lead and I would like to say THANK YOU for all that she does for us. She is truly appreciated!”

To: Juvenile ECR Team

From: Deborah Wells-Guevara

“Congratulations to the **Juvenile Team** on the implementation of the Juvenile ECR Phase III on Sept. 9. Your dedication and teamwork have made implementation of Phases I, II, and now III, a great success. Thank you one and all!”

CUSTOMER COMPLIMENTS

About: Michelle Figueroa

A customer called Court Operations Supervisor Cheryl Odell to tell her about the great service he received from **Michelle Figueroa**. He said Michelle did a wonderful job assisting him. He said she was very helpful and provided excellent customer service.

Extra Miles

Newsletter extras

Arrrr you going to participate in the costume contests?



“Dress for success” will take on a new meaning in the Office on Oct. 31. On that day, the Office will conduct its annual costume contest that allows employees to dress up in costume for the chance to see if they are successful in winning in one of the different costume categories. In addition to this contest, employee’s will be able to submit photos of their pets in costume the following week for yet another chance of experiencing being dressed for success of a different kind. More details about both contests will be forthcoming via email.



A brief review of the Old Courthouse’s history



The Old Courthouse was built in 1929. The seven-story facility was constructed at a cost of less than one million dollars and housed the courthouse, jail, and city hall. It originally had five courtrooms. Two different architects designed the building – one for Maricopa County and one for the City of Phoenix. The exterior look of the building is cohesive, but the interior reflects different styles in the Neo-Classical and Spanish Colonial Revival.

At the time of its’ opening, the building’s cell block held 223 prisoners. The cell block was located on the 6th and 7th floors. The jail last held prisoners in the 1960s. Many notable prisoners were incarcerated in

the jail, including Winnie Ruth Judd and Ernesto Miranda.

Today, the Old Courthouse is on the National Register of Historic Places and the Phoenix Historic Property Register.



HOLIDAY REMINDER:

The Columbus Day holiday *set sail* last year for county employees. The Board of Supervisors *discovered* there was great interest to replace that day as a paid holiday for the day after **Thanksgiving**, which this year is **Friday, November 29**.

More Extra Miles

Short news items from Maricopa County

- ◆ The County is offering a **Quit Tobacco Class** from noon - 1 p.m. on Tuesdays beginning Oct. 22 - Nov. 26 at the County Admin. Bldg., 301 W. Jefferson. More information is available by calling 602-372-7272.
- ◆ The County is looking for volunteers to participate in a **National Public Lands Day** clean-up effort from 7 - 11 a.m. on Sat., Sept. 28 at Lake Pleasant Regional Park. Last year, 300 people volunteered and collected over 100 bags of trash. More information is available by calling 602-372-7460, ext. 200.
- ◆ The YMCA is offering a **"Get One Month Free"** promotion to county employees through September. Any employee who signs up for membership and attends a free Smart Start appointment will receive one month free membership. More information is available by calling 602-257-5135.

DEPARTMENT SPOTLIGHT

Finding out who's who and what they do in Support Service - Customer Service Center

The **Support Service** team consists of a supervisor and eight representatives, who are responsible for processing internal and external customer requests for regular and certified copies of court documents and coordinating services for applicants that are interested in becoming process servers. The section is located at the Customer Service Center. These requests vary from certified copies of a marriage license to background information provided for Brady gun checks. In the past year, Support Service staff completed over **43,000** copy requests, answered over **22,000** phone calls regarding court copies, and processed more than **7,905** credit card transactions for copies of court records. Last year over **250** Change of Venues were completed to other counties and more than **3,400** IV-D requests were processed for the Department of Economic Security. The Support Service team does an exceptional job coordinating with each other to make sure that customers receive excellent service while ensuring all daily functions are covered and completed in accordance with Office standards. Combined, the Support Service team has over 79 years of experience working for Maricopa County, ranging from one month to 20 years.



In "OTHERS" words

Contributions from
"others" to the newsletter

Final phase of Juvenile ECR project by Dorothy King

The Clerk's Office is completing the transition from paper records to an electronic court record (ECR) in the Juvenile case types. Phase IV is scheduled to be implemented on **October 28, 2013**. Phase IV is the final phase and includes the delinquency (JV) case type.

This phase will include scanning of all newly-filed documents in delinquency cases. Paper files will no longer be created for new JV cases and existing cases will include both newly-filed electronic documents as of October 28, 2013 and all previously filed paper documents through October 27, 2013.

Phase I was implemented on October 1, 2012 for Title 14 Guardianship (JG) cases. Phase II was implemented on June 3, 2013 for the following seven case types: Adoption Certification (AC), Adoption (JA), Emancipation (JE), Relinquishment (JI and JR), Orders of Protection/Injunctions Against Harassment (JP), and Severance (JS). Phase II also included the scanning and electronic distribution of orders in all 10 Juvenile Court case types. Phase III was successfully implemented on September 9, 2013 for dependency (JD) cases.

This project does not change the confidentiality of any Juvenile court records. Access to records continues to be dictated by statute, rule, code, and order; only the format is changing. The access previously allowed on paper will be the same access that is allowed via the ECR, including limitations on viewing records and obtaining copies. Juvenile records are available at the Clerk's Juvenile facilities at Durango in Phoenix and on Lewis Drive in Mesa.

Future expansion of the ECR in Juvenile includes transmitting cases on appeals to the Court of Appeals via the Court to Court (C2C) application and the implementation of eFiling.

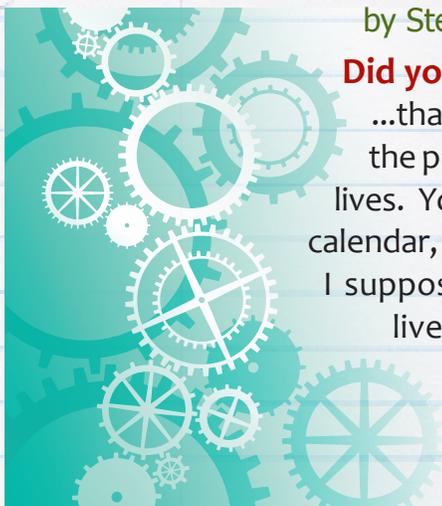
An interesting historical note about this month

by Steve Weston

Did you know...

...that on September 3 in the year 1752, there was a huge riot in England as the people there believed the Government had stolen eleven days from their lives. You see, it was on that day that England officially adopted the Gregorian calendar, dropping eleven days from its predecessor, the Julian calendar.

I suppose the English people actually thought their lives would prove to be shorter...that they would pass away eleven days sooner... and guess what, some of them did, as the British government was not very kind to those who chose to riot.



The Inside Track

on Employee News

1

2

3

4

MARRIAGES

- Congratulations to Courtroom Clerk **Kaci Johnson**, who got married on August 17 to Daniel Underwood.
- Congratulations to Courtroom Clerk **Morgan Nash**, who got married on September 13 to Ian Potton.

OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate milestone anniversaries with the Office in September:

25 YEARS

Patricia Valenzuela

20 YEARS

Ruben Trejo

15 YEARS

Angela Orrala, Penny Boettcher

10 YEARS

Beverly Allie, Jessica Quintanilla, Cheryl Odell

5 YEARS

Marcelina Romero, Julieta Garcia

NEW EMPLOYEES

The Clerk of the Superior Court's Office welcomes the following new employees:



- **Billing and Deferral Unit - Stephanie Miller**
- **Civil eFile - Julia Phares**
- **Courtroom Clerk - Sueanne Czarnyszka, Angelita Quain, Gina Vacanari**
- **Criminal Financial Obligations Unit - Kelly Robinson**
- **Electronic Document Management Qualit Control - Danielle Yenglin**
- **Southeast Filing Counter - Korenna Rodriguez**

EMPLOYEE MOVES

- **Kerry Dalager** was promoted to Court Operations Supervisor from Civil eFile Lead. She is now supervising the Electronic Document Management group.

HONORS



On September 10, three former Clerk of the Court employee's names were added to Maricopa County's Service Pillar, which is located on the Central Court Plaza. The former staff whose names were added are **Melody Tinsley** (who retired in 2012 after 32 years of service); **Irma Garcia** (who retired in 1992 after 31 years of service); and **Pat Percival** (who retired in 2012 after 30 years of Service). Pictured to the left with Michael Jeanes are Irma Garcia and Melody Tinsley. Pat Percival was unable to attend the County's Pillar of Honor event. Currently, the Office has 15 former staff members listed on the Service Pillar.

Special Features

Where in the world has the Record Times been?



Newsletter makes a splash at famous lake

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month the newsletter was seen in Alaska at a great glacier. This month, it can be seen with an employee, who is at one of the famous Great Lakes.

Pictured above is Special Counsel **Aaron Nash**, who was vacationing in his home state of Michigan at Lake Michigan. Along with the newsletter, Aaron is pictured with his family (Michele, his wife and their three children Alex, Max, and Quincy), along with three of their nieces and nephews (David, Nora, and Emma). Aaron said his family teased him for going from Arizona to Michigan to get a sunburn.

You may submit a photo of yourself with the *Record Times* at any time for this feature. To submit a photo: **1)** Print the newsletter front page; **2)** Take photo(s) with the page during your vacation; **3)** Email the digital photo to Len Keso with your name, department, and a photo description.



That's a fact

According to an article published in *Court News* (a Superior Court publication), approximately 49 percent of all criminal cases are resolved within 90 days.

Record Times - Published monthly by the Public Affairs Office for distribution to Clerk of Court staff. For past issues, visit: <http://cocweb.coc.maricopa.gov/oldcontent/news/recordtimes/default.asp>
Chris Kelly - Chief Deputy / Lois Rees - Administrator / Len Keso - Editor

Clerk Work

Picturing staff who work for the Clerk

This month - **Jessica Kiraly**



Jessica is a Court Operations Specialist at the Downtown Filing Counter, who has served in the Office for 14 months. In her job, she takes in filings and performs cashiering functions. She is cross-trained in other areas and responds to a high volume of written and verbal inquiries. She also completes extensive case and file research for customers, processes complex orders, and performs special commissioner functions as necessary, among several other duties. What she enjoys about her job is, "I love the people I work with. We have such a great team. I also really love the interaction with the public. Because we deal with sensitive matters, it is important for me to go above and beyond for each customer."

Take 5

This month's list of five is... **the top five most visited cities in the world.**

- 1) Bangkok, Thailand - 15.98 million
- 2) London, England - 15.96 million
- 3) Paris, France - 13.96 million
- 4) Singapore, Republic of Singapore - 11.75 million
- 5) New York City, USA - 11.52 million

Source: *Top 5 of Anything*